Citizen Self Service Frequently Asked Questions

Q: When I search for a business by name or address, why is it not showing in the results?

A: If you are searching by the name, try any variants of the name.

> Example: If the business name is Foxtrot LLC, try searching:

> "Foxtrot LLC"

> "Foxtrot"

> "Fox Trot"

If you are searching the address, try a broader search. Instead of searching the exact address, try inputting only the street number and street name, leaving the street type blank.

> Example: If the address is 1600 University Way, Suite 5, Santa Fe, NM 87504

> Instead of searching the entire address, try searching for "1600 University"

> Example: If the address is 1012 Practilliano Dr., Santa Fe, NM 87505

> Instead of searching the entire address, try searching for "1012 Prac"

Q: Why have I not received the email with my registration?

A: First, try checking in your "Junk" or "Spam" folders of your email- it could have automatically been routed here. If it is not their either, make sure that your network's firewall is not blocking it from coming through.

The other reason you may not have received it is if you are using an email that ends in ".mac". If this is the case, please try to use another email address, such as Gmail, Outlook, Yahoo, etc.

You also might want to check with our IT person in the office to see if your network is blocking any emails that look like, svc.CSSSMTP@tylerhost.net.